

NETWORK MANAGER REPORT



MARCH 2009

SUBMITTED BY Sloane Wright, General Manager

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OVERVIEW

Operations

With the first quarter coming to an end, Alabama Interactive has continued on a fast pace. During the month of March, AI completed five new applications and made seven change management updates, including a complete re-write of an existing application. Discussions for several new projects are currently underway and will be in the works in the coming months.

Highlights for the month were:

- Alabama Interactive launched the online Inmate Banking Deposit System for the Alabama Department of Corrections. This service allows an approved depositor to deposit funds into an inmate's canteen account. The new online service is more efficient than other online services and is much faster than sending money orders.
- The Alabama Department of Revenue, Business Privilege Tax Return Extension and Annual Report application processed over \$5.8 million in taxes. Over 2,200 transactions for this application were submitted this month. This year will be the application's third full tax year in production.
- Several updates were made to existing applications, including an update for the Alabama Home Builders Licensure Board. This update was a complete rewrite of the Initial Licensure Application which allows individuals to apply for their licenses online.
- Income for the Alabama Department of Revenue's ET-8 and ET-C applications collected over \$1.1 million this month. The ET-8 is a payment service for filing an Excise Return and requesting an extension while the ET-C serves as an online tool for the election and payment of the fee for filing a Consolidated Financial Institution Excise Tax Return
- AI launched a second merchant service application for the Alabama Department of Education. Since its launch the application has processed over 500 transactions in excess of \$17,000. This application provides merchant services for Department of Education certificate renewals.
- Alabama Interactive launched the Boat Registration Point of Sale System for the Alabama Department of Conservation and Natural Resources. This service will allow county probate offices to interface with the DCNR boat registration system for annual renewals. The next phase of this project will be to offer online renewals.
- The Alabama State Board of Social Work Examiners online license renewal application has had nearly a 30% increase from March 2008. This application allows users to renew their Social Workers license online with the Board.

Marketing

March was a month of firsts for Alabama Interactive. In addition to the release of the first application for the Alabama Department of Corrections, the marketing team created the first complete user guide for an application. AI mailed out a “User Guide Package” for the Inmate Banking Deposit System to all 29 Correctional Facilities in Alabama. Included in this package was an interactive CD with step by step instructions on how to complete and troubleshoot the application. The package also contained both a hard copy and an electronic copy of a user’s manual to be used in conjunction with the CD, and a letter to the business manager at each facility providing usernames and passwords for the users. AI received many positive responses to this user guide and plans to incorporate this new training material into more applications.

In addition to the “User Guide Package” Alabama Interactive also designed post cards and posters promoting the Inmate Banking Deposit System. The post cards will be sent to the inmates for distribution to their families and the posters will be displayed in the correctional facilities’ visitation rooms. We anticipate this marketing effort driving significant adoption of this beneficial service.

Customer Service

With tax season in full swing, the customer service team answered a number of calls from customers confirming charges made in 2008. Also in March, the customer service team replied to a large number of questions regarding the launch of the Department of Education’s new merchant service application. Many customers were unfamiliar with the Department’s new system and AI was able to help them with the payment process. The service has proven to be a success with over \$17,000 processed since its release.

Over all, the customer service team answered over 500 live chats and 280 support emails in the month of March. AI received a number of thank you replies concerning their Department of Education payments. Larry Ash, a teacher from Northport, AL replied “Thank you for all your help. You really got the ball moving and I finally got my certificate.”

Development

The Alabama Interactive Dev-Share team held three meetings during the month of March. During the first meeting the team focused on technical documentation procedures and the current status of the server migration. Currently, the team has successfully migrated nearly 30% of the existing applications to the virtual servers. The team also welcomed a new development assistant, Teneisha Jones, to the first meeting.

During the second meeting the team continued to discuss the server migration updates as well as the reorganization of the common library files. The main topics of discussion were the upcoming personal information audit and database maintenance. Steps have been taken to separate the web service applications from the other applications in an effort to keep all applications running properly and efficiently. The team focused on all upcoming projects during the third meeting. Each developer was made aware of his or her role in the team. With 3 full time developers, a development assistant and a change management developer, the team looks forward to exceeding the new application goal for 2009.

PROJECT REPORT

Completed New Applications for 2009

Agency	Application	Description	Date Completed
Alabama State Board of Social Work Examiners	Exam Registration	Allows approved candidates to re-take the social work licensing exam	01/05/2009
Alabama Real Estate Commission	New Course Registration	Allows instructors to submit courses online for approval	01/06/2009
Alabama Department of Revenue	Abandon Vehicles Title Search	Allows subscribers to locate last known lien holder of an abandoned vehicle	02/27/2009
Alabama Department of Finance	Alabama Stimulus Website	Outlines the distribution of state stimulus funds	02/27/2009
Alabama Department of Conservation and Natural Resources	Boat Registration	Allows County Probate Offices to interface with the DCNR system online	03/02/2009
Alabama Real Estate Commission	Approved Course	Allows licenses to view the courses approved by Alabama Real Estate Commission	03/05/2009
Alabama Department of Revenue	Merchant Services for ETAPS	Provide Merchant Services for the ETAPS application through partnership with 3M	03/13/2009
Alabama Department of Corrections	Inmate Banking Deposit System	Allows for online deposits to the inmate's canteen account	03/19/2009
Alabama Department of Education	Merchant Service	Provide merchant service for certificate renewals	03/23/2009

Completed Updates for 2009

Agency	Application	Description	Date Completed
Alabama Department of Revenue	IFTA/Trip and Fuel	Made updates to existing application	01/20/2009
Alabama Real Estate Commission	Certification	Updates to existing application	01/27/2009
Alabama Electrical Contractors Board	License Renewal	Made updates to current statutory and late fees, receipt and database	01/30/2009
Alabama Department of Public Health	EMT License Renewal	Updates to export script, audit function and receipt confirmation	01/30/2009
Alabama Criminal Justice Information Center	Background Checks	Add option for bulk uploads and implement discounts for large searches performed by government officials	01/30/2009
Alabama Ethics Commission	Lobbyist Registration	Updates to intranet and data files	01/30/2009
Alabama Alcoholic Beverage Control Board	Initial Application	Update to collect previous license data on new applications	01/30/2009
Alabama Alcoholic Beverage Control Board	Initial Application	Update to exempt state agencies to be exempt from fees	02/17/2009
Alabama Department of Public Health	Child Health Insurance Program	Add additional buttons to application	02/20/2009
Alabama Department of Revenue	Tax Extension	Update form to remove particular applications from instructions	02/20/2009
Alabama Board of Mental Health and Mental Retardation	Exam Application	Updates to Certificates	02/26/2009
Alabama Department of Public Health	EMS Renewals	Allows facilities to renew numerous licenses with one payment	02/25/2009
Alabama Board of Interpreters and Translators	Permit and License Renewals	Updates to existing fees	02/27/2009

Alabama Department of Education	Certification Requests	Adding additional validation for social security number	02/27/2009
Alabama Department of Public Safety	Merchant Service	Update to field in Webservice	02/27/2009
Home Builders Licensure Board	Initial Application	Rewrite of existing application	03/01/2009
Alabama Real Estate Commission	Initial Course	Updates to existing applications	03/01/2009
Alabama Board of Professional Engineers and Land Surveyors	Continuing Education Log	Update to application used to log CE hours	03/16/2009
Alabama Real Estate Commission	Course Renewal	Updates to existing applications	03/19/2009
Alabama Board of Professional Engineers and Land Surveyors	License renewals	Update to renewal application to include continuing education hours from log	03/20/2009

In Testing...

Agency	Application	Description	Status	Target Date
Alabama Department of Revenue	Initial Business Privilege Tax	Allows users to complete the initial privilege tax online	This application is in agency testing.	March 2009
Alabama Department of Revenue	Motor Vehicles, Form 04	Allows lien holder filings to be submitted online	This application is in agency testing	October 2008
Alabama Department of Revenue	Motor Vehicles, Form 02	Allows users to pay for initial title replacements online	This application is in agency testing	October 2008
Alabama Board of Cosmetology	Group Verification	Allows users to have access to group verification online	This application is in internal testing	October 2008
Alabama Board of Respiratory Therapy	Initial License Application	Allows users to apply for license online	This application is in internal testing	February 2009
Alabama Department of Public Health	EMS Provider License Renewal	Allows brick and motor buildings to renew licenses	This application is in agency testing.	May 2008
Alabama Board of Cosmetology	Electronic Inspections Application	Allows users to inspect facilities on site using mobile devices	This application is in internal testing	TBD
Alabama Department of Public Health	Child Health IVR Solution	Allows users to make AllKids payment via phone	This application is in agency testing	April 2009
Alabama Secretary of State	Corporation Certificate of Existence	Allows users to purchase certificate of existence	This application is in agency testing	December 2008
Alabama Department of Revenue	Auto Dealers License Renewal/ Initial	Allows auto dealers to renew and apply for license online	This application is in internal testing	October 2008

In Development . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Corrections	Shopping Cart	Allows users to pay for shopping cart items	This application is in development	TBD
Alabama Board of Examiners in Counseling	License Renewal	Allows users to renew licenses	This application is in development	TBD
Alabama Board of Home Medical Equipment Services Providers	Initial License	Allows users to apply for license online	This application is in development	July 2008
Alabama Board of Court Reporting	Initial License	Allows users to pay for license online	This application is in the pre-project phase.	October 2008
Alabama Real Estate Commission	Pre/Post License Instructor	Allows instructor to apply to teach online	This application is in the pre project phase	TBD
Alabama Real Estate Commission	New School Registration	Allows instructor to register their school online	This application is in the pre project phase	TBD
Alabama Department of Revenue	Motor Vehicle Surety Bonds Application	Allows for surety bonds to be applied for online	This application is in the pre project phase	TBD
Alabama Secretary of State	Corporate Name Reservation	Allows corporations to reserve business names	This application is in the pre-project phase	TBD
Alabama Department of Labor, Elevator Division	Merchant Service Application	Provide Merchant Services to agency	This application is in the pre-project phase	May 2009
Alabama Department of Labor, Boiler Division	Merchant Service Application	Provide Merchant Services to agency	This application is in the pre-project phase	May 2009
Alabama Board of Licensure for Professional Geologists	Professional Geologists License Renewal	Allows licensed geologists to renew online	This application is in the pre-project phase	June 2009

Alabama Board of Massage Therapy	Massage Therapists License Renewal	Allows licensed massage therapists to renew their license online	This application is in the pre- project phase	June 2009
Alabama Social Work Examiners Board	Initial License Application	Allows users to apply for initial license online	This application is in pre-project phase	October 2009
Alabama Manufactured Housing Commission	Re-sale Decal	Allows manufactured housing providers to apply for decals online	This application is in development	May 2009
Alabama Bar Association	Shopping Cart	Allows users to purchase BAR book online	This application is in pre-project phase	July 2009
Alabama Bar Association	Exam Application	Allows recent graduates to register for the BAR exam online	This application is in pre-project phase	September 2009
Alabama Electronic Securities Board	License Renewal	Allow current licensed installers to renew licenses online	This application is in pre-project phase	October 2009
Alabama Alcoholic Beverage Control Board	Alcoholic Representative IDs	Allows current ID holders to renew online	This application is in pre-project phase	September 2009
Alabama Department of Public Safety	Accident Report Sales	Update to existing application	This application is in development	TBD

Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Magazine Update	Allows citizens to pay for licenses, gifts, subscriptions at same time	This application is in development	January 2009
Alabama Criminal Justice Information Center (ACJIC)	Limited Criminal Histories	Adding additional data sources	This application is in development	TBD
Alabama Farmer's Market	Shopping Cart	Update to current shopping cart	This application is in agency testing	March 2009
Alabama Department of Conservation and Natural Resources	Shopping Cart	Update to current shopping cart	This application is in agency testing	April 2009
Alabama Department of Revenue	Personalized Tag Reservations	Rewrite application to allow for easier maintenance and streamline user interface	This application is in development	April 2009
Alabama State Motor Pool	Online Reservation	Rewrite of existing application	This application is in development	April 2009
Alabama State Board of Chiropractic Examiners	License Renewals	Updates to existing application for new year	This application is in agency testing	March 2009
Alabama Bar Association	License Renewals	Updates to existing application for new year	This application is in the pre project phase	August 2009
Alabama Department of Conservation and Natural Resources	Phone Sales	Updates to current screens	This application is in the pre project phase	April 2009
Home Builders Licensure Board	Initial Application	Rewrite of existing application	This application is in internal testing	March 2009
Home Builders Licensure Board	Expired Applications	Rewrite of existing application	This application is in development	March 2009

Alabama State Board of Chiropractic Examiners	Facility Renewal and Initial License	Updates to existing applications	This application is in development	March 2009
Alabama Alcoholic Beverage Control Board	License Renewal	Updates to existing application	This application is in development	August 2009
Alabama Bar Association	Sections Updates	Updates to 2009 sections	This application is in agency testing	March 2009
Alabama Department of Conservation and Natural Resources	Hunting and Fishing License Renewal	Updates to existing applications	This application is in the pre project phase	September 2009
Alabama Department of Environmental Management	Wastewater Renewal	Re-write of existing application	This application is in the pre project phase	TBD
Alabama Board of Registration for Foresters	License Renewal	Updates to existing application	This application is in the pre project phase	June 2009

SERVICE REQUESTS

Service Request #203

Alabama Onsite Wastewater Board – License Renewal

Alabama Interactive requests and recommends this service for the Alabama Onsite Wastewater Board is added to the network. The online application will be a convenience fee service and will be developed at no cost to the department.

MONTH IN REVIEW

Total March AI Network Transactions:	477,056
Average Successful Request per Day:	15,389
Total March alabama.gov Visitors:	289,945
Total March alabama.gov Page Views:	1,298,240
Total March alabama.gov Chats or Offline Messages from Live Help:	798

OPERATIONS & ADMINISTRATION

In March, AI hired Teneisha Jones to become a part of the growing development team. Teneisha was hired as a development assistant and has aided the existing development team in numerous tasks. Teneisha is a 2008 Information Systems graduate from Auburn University in Montgomery. We look forward to Teneisha's continued growth in the development of new applications as well as helping the development team standardize several processes and procedures.

OTHER BUSINESS/IN CLOSING

In closing, March proved to be a very productive month for Alabama Interactive. With recent additions to the team aiding in increased productivity, AI is nearly half way to our goal of 20 new applications.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1989, or email at sloane@alabamainteractive.org

Respectfully Submitted,

Sloane Wright